

Patton State Hospital
3102 E. Highland Avenue
Patton, CA 92369
www.dsh.ca.gov



April 23, 2020

To: Patients, Families & Friends

Subject: DSH-Patton Tele-Visiting Program

We have some great news to share! Beginning Thursday, April 30, 2020 DSH-Patton will be rolling out a Tele-Visiting Program. This will allow families to connect with patients in a new way. Listed below are the guidelines for the Tele-Visiting Program at DSH-Patton:

Scheduling Tele-Visiting & Verification Process

- To schedule a visit, visitors will log onto the DSH visiting website or utilize the address below and select the Tele-Visitation Scheduling link and complete the form on the following link:
https://www.dsh.ca.gov/Patton/Visitor_Information.html
- The online **Tele-Visit Request** form will need to be completed by filling in all drop-down boxes. The visitor will be able to select from the available date/time slots.
- The Tele-Visiting schedule will be on a first-come first-serve basis and is subject to change at any time.
- Incomplete or inaccurate registration will be denied.
- **The visitor must check the acknowledgement box declaring they are at least 18 years of age or older and that Audio or Video recording of a patient is prohibited.**
- All requests for tele-visiting will be processed the same as in-person visiting. If the visitor is restricted from grounds or has an active warrant, the tele-visit will **not be** allowed.
- The visiting review process may take up to **three (3) days** after completion of the Tele-Visit request.
- Prior to the Tele-Visit the Treatment Team will obtain confirmation from the patient and the visitor. A Tele-Visit patient consent must be completed prior to visit.
- An email invite will be sent to the visitor upon approval of the tele-visit request. Accepting the invite will indicate confirmation.

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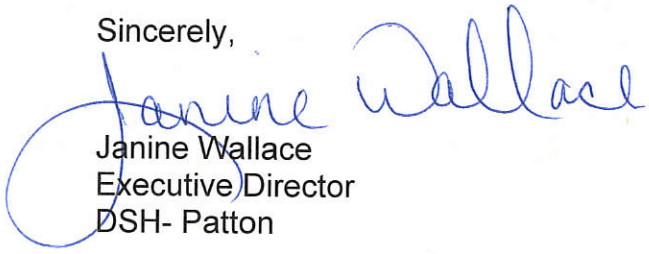
- Once approved, the visitor will receive an email with log-in instructions/information. Instructions will also be posted on the visiting web page.
- **Tele-Visits will be from 0800-1600, Monday-Friday for 30-minute increments.**

Day of the Visit

- Prior to the scheduled visit time, the patient will be informed on visiting guidelines and procedures.
- Handling of the electronic device is reserved for the assigned staff only. Patients are restricted from handling the device.
- Visiting Center staff will ensure that **only** the approved visitor is visible on the screen by verifying their identification.
- No minors or restricted visitors will be allowed to participate in the visit.
- During the visit, staff will be assigned to monitor the interactions between the patient and the visitor. Patients and visitors will be expected to adhere to the same rules and regulations as outlined in Administrative Directive #15.06. This includes, but is not limited to, attire and appropriate behavior and the patient will not be permitted to bring food or drinks to the video visit to prevent damage to the electronic device.
- Any misconduct may result in termination of the visit. If warranted, the patient will be referred to their treatment team and their visiting rights may be suspended for a period, pending hospital review.
- Failure to comply with the visiting guidelines by the visitor or patient could result in termination of the visit. Depending on the severity, the visitor's privilege will be reviewed per Administrative Directive #15.06.
- Criminal activity observed during the visit will be processed in accordance with Administrative Directive #15.06.

We hope this new Tele-Visiting program will provide connection with your loved one during this difficult time while in-person visiting is temporarily closed.

Sincerely,


Janine Wallace
Executive Director
DSH- Patton

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